



STRATEGIC PLAN 2007

Idaho Commission for the Blind

And Visually Impaired

STRATEGIC PLAN 2007

Signed: _____ Date: _____

Angela Roan, Administrator

Approved: _____ Date: _____

Kelly Pearce, Chairman

MISSION STATEMENT

Our mission is to empower persons who are blind or visually impaired by providing vocational rehabilitation training, skills training and educational opportunities to achieve self-fulfillment through quality employment and independent living, to serve as a resource to families and employers and to expand public awareness regarding the potential of all persons who are blind or visually impaired.

VISION STATEMENT

To provide Idahoans who are blind or visually impaired the same opportunities as their sighted peers to pursue full and productive lives.

OPERATING PHILOSOPHY

We believe in the abilities of blind people and in each other as professional colleagues. We believe in respecting individual differences, facilitating individualized services both to our client partners and to each other. We believe blind people, like others in society, benefit most when contributing to their communities rather than completely depending upon them. We believe our services must be marked by effective communication, professionalism, mutual support, managed change, teamwork, and intra/interagency cooperation.

KEY FACTORS

With our population increasing and especially our baby boomers aging our services and funding for those clients will be at a much higher demand. Currently agency resources are inadequate to meet current and future needs of Idahoans.

Within the government there is a move towards consolidated manpower training programs. Our agency must maintain the unique and special services related to specialized training and vocational rehabilitation for the blind and visually impaired in order to place clients in an employment field where they can benefit the economy and society.

The lack of public and government awareness regarding the issues and concerns of blind people, as well as a lack of public awareness regarding our agency's programs and services is a continuing concern and challenge.

GOALS AND OBJECTIVES

GOAL #1: To Provide High Quality Rehabilitation Services in a Timely Manner.

Objective #1: To get 75 individuals successfully employed through the Vocational Rehabilitation Program by September 30, 2007.

Strategies/Actions:

The agency will be expected to achieve the federal RSA Performance Standards and Indicators on an annual basis.

Staff Responsible: Regional VR counselors.

To ensure VR consumers take a lead role in the development of their own plan, exercising Informed Choice and to document that participation.

Staff Responsible: Regional VR counselors.

To promote and recruit appropriate participants for the Summer Work Experience Program (SWEP) by meeting with parents, vision teachers, and school counselors.

Staff Responsible: VR Counselors and SWEP Coordinator.

Objective #2: To increase client satisfaction with ICBVI services.

Strategies/Actions:

Survey clients closed in any status periodically to identify service needs.

Staff Responsible: Program Managers

Objective #3: To initiate new services responding to identified consumer needs.

Strategies/Actions:

To maintain 15 Peer Support Group Coordinators and increase support groups coordinators by 2 by June 2007.

Staff Responsible: IL Supervisor.

To request from the Legislature an Adaptive Technology position for FY 2007.

Staff Responsible: Administrator

To work with the Blind Services Foundation to assist the Commission's efforts on selected projects.

Staff Responsible: Administrator

To establish additional accessible parking for agency consumers at the Boise office through collaborative efforts with the Department of Administration and the Client Assistance Program.

Staff Responsible: Administrator.

To develop adequate financial resources to take the Low Vision Clinic to local communities in Idaho on a periodic basis.

Staff Responsible: Administrator.

To request from the Legislature, a Vocational Rehabilitation Counselor position for the Idaho Falls region in FY 2007.

Staff Responsible: Administrator.

To reclassify all Vocational Rehabilitation support staff to Vocational Rehabilitation Assistant positions by June 30, 2007.

Staff Responsible: Administrator.

Objective #4: The Assessment and Training Center (ATC) will provide clients the opportunity to make informed choices based upon the sum of their individual interests and abilities, rather than on their perception of their disability.

Strategies/Actions:

To conduct an annual satisfaction survey of the ATC clients after exiting the Center. Each client will anonymously complete a survey with an ICBVI staff

outside the ATC. The results will be tabulated and used to make program improvements.

Staff Responsible: ATC Program Manager.

To continue to explore ways the ATC can use the following resources and techniques:

- * Boise State University**
- * The Idaho Division of Vocational Rehabilitation**
- * Previous clients from the ATC and blind clients employed in the community; including Business Enterprise Program (BEP) vendors.**
- * Statewide and local employers and businesses.**
- * Other state agencies serving blind and visually impaired individuals.**
- * Low vision and functional vision evaluations.**
- * Inclusion of residual vision in instructional methods**

Staff Responsible: ATC Program Manager, ATC staff.

To ensure all ATC students participate in a four-week assessment within the training center to identify training goals prior to beginning the comprehensive training program. A staffing will occur at the end of this assessment period and will include the counselor, home instructor, client and the ATC staff.

Staff Responsible: ATC Program Manager, ATC Staff.

To provide daily compensatory skills training and skill development to all ATC clients in some, or all, of the following areas: Activities of Daily Living, Computer Literacy and Assistive Technology, Braille, Orientation and Mobility, Job Readiness, and Industrial Arts.

Staff Responsible: ATC Program Manager, ATC Staff.

To provide students who are entering or returning to the work force, beginning formal education, or getting specific professional skills training some functional resources to meet their goals. The ATC will provide resources and opportunities, including but not limited to:

- * Vocational rehabilitation counseling**
- * Job development, Job Club (conducted twice monthly), Job Readiness class, Resource room**

- * Interview techniques, mock interviews, and informational interviews
- * Resume' writing, completing application forms
- * Computer and Assistive Technology skills commensurate with what are required in a modern work environment.
- * College preparatory skills such as note taking methods, study skills, and assistive technology training.

Staff Responsible: ATC staff.

To improve the training we offer by requiring each instructor to be cross-trained in another discipline within the ATC, and by including some form of professional exchange, development, or training on each instructor's yearly developmental plan.

Staff Responsible: ATC Program Manager, ATC staff.

Objective #5: To identify and eliminate communication barriers between agency programs.

Strategies/Actions:

To explore and encourage communication and social interaction between departments through in-services, staff conference calls, and departmental meetings.

Staff Responsible: All staff

To make all group meeting minutes available to all staff upon request.

Staff Responsible: All group leaders

To conduct a "continuous improvement meeting" with key participants including regional staff following all "special programs".

Staff Responsible: Administrator and Program Managers.

To encourage face-to-face communication between all staff rather than e-mail.

Staff Responsible: Program Managers and Administrator

Objective #6: To promote the efficiency, profitability, professionalism, and image of the Business Enterprise Program (BEP) and its operators.

Staff Responsible for all strategies: BEP Supervisor

Strategies/Actions:

To license two new vendors by July 1, 2007.

To create and obtain new locations to expand the program's opportunities for current and future blind merchants.

To revise the BEP training curriculum to incorporate a standardized format for training and testing by July 1, 2007.

To develop and distribute to all vendors an updated version of the BEP Manual and Allowable Cost Manual.

To increase set-asides by 15% to fund new equipment for new locations and replace old and obsolete equipment by July 1, 2007.

To create a more efficient system for tracking performance and progress of the vendors.

To begin the process of developing an Operations Manual for the BEP.

To find a new contractor for the INL and put in place to increase funds for the vendor benefits package.

To create a new marketing brochure for the BEP.

Objective #7: To implement Case Management Practices, Documentation, and Data Collection that promotes the timely delivery of rehabilitation services in all programs.

Strategies/Actions:

To review the Months-in-Status Report, RCR's, and expired IPE Reports to identify cases exceeding time in status standards, specifically as it relates to eligibility, client contact, and plan development.

Staff Responsible: Case Managers/Program Supervisors.

To review VR, IL, ILOB, and SO cases on an annual basis.

Staff Responsible: Program Supervisors.

To ensure Field Instructor Specialists average three hours of home instruction daily.

Staff Responsible: IL Supervisor

To ensure all clients exiting the ATC receive an assessment by the Field Instructor prior to participating in the ATC, and that they receive a 30-day follow-up by the regional Field Instructor/Counselor one month after exiting the ATC.

Staff Responsible: IL Coordinator, Rehabilitation Services Chief, And Case Managers.

To explore innovative and creative modes of home instruction in addition to the weekly/hourly instruction, i.e. develop and implement class instructional models for delivering increased instructional hours for IL and VR clients.

Staff Responsible: IL Coordinator and Regional Field Instructors.

Objective # 8: New inventory tracking and control software that allows all Storekeepers to see the level of inventory at each office and allows the Boise Storekeeper to have the information to assist in ordering products to decrease back orders. It would also track cost of goods instead of the current system. Which lists only the selling price of goods by FY2008.

Strategies/Actions:

Research options including computer server requirements.

Get feedback from regional Storekeepers on options.

Buy best product and install.

Staff Responsible: Storekeeper, Independent Living Coordinator.

Objective # 9: Keep inventory at a two to three month sales level at all stores.

Strategies/Actions:

Purchase and install an updated inventory tracking software system.

Have Boise Storekeeper make all purchasing decisions based on real-time inventory needs of regional offices.

Have Boise Storekeeper request transfer of inventory from regional office to another regional office as needed to keep stock within the two to three month goal.

Staff Responsible: Storekeeper, Independent Living Coordinator.

Objective # 10: To provide high quality State Only Services in a timely manner and meeting 100% target rate annually.

Strategies/Actions:

To assist legally blind, in danger of, and visually impaired individuals to preserve, stabilize or restore vision through the State Only Program in order

to maintain or seek employment and remain independent in their homes and community.

Staff Responsible: State Only Case Managers

To promote and seek out similar benefits to reduce costs to the individual and agency when available.

Staff Responsible: State Only Case Managers

Objective # 11: To provide low vision rehabilitation for visually impaired people to make use of their remaining vision to perform tasks/activities.

Strategies/Actions:

To promote training in the latest techniques and low vision aids.

To continue to take the Low Vision Clinic to local communities in Idaho on a periodic basis.

Staff Responsible: Low Vision Clinic Team, Administrator.

GOAL #2: Revenue Control, Reporting & Information Management.

Objective #1: To manage revenue control and enhancements through the use of an accurate, timely, and resourceful fiscal and case management system which will facilitate state and federal reporting requirements.

Strategies/Actions:

To develop and implement a new data management system that is user friendly and can satisfy the needs of each program and region.

Staff Responsible: Information Technology Manager

Objective #2: To provide the necessary information to enable staff to make informed decisions based on that information.

Strategies/Actions:

Provide financial reports for all Commission programs that will provide accurate and timely data to monitor budgets by the 15th of each month for the Administrator and program managers, and to partner with them in providing oversight.

Provide appropriate training in the use of financial decision-making tools.

Staff Responsible: Senior Financial Specialist

GOAL #3: To increase public awareness of the purpose, goals, function, and services of the agency.

Objective #1: To educate the public on the unique services of the ICBVI and the abilities and concerns of people who are blind and visually impaired.

Strategies/Actions:

To ensure that video tapes, a full compliment of brochures, pamphlets, PSA's, and any public relations documents, including information covering all ICBVI services are printed in English and Spanish and that that 20 copies of any such produced literature is provided to the State Library and other collaborating agencies.

Staff Responsible: Program Managers.

To re-institute the Employers' Seminars and Providers' Seminars.

Staff Responsible: Program Managers.

To continue regular meetings between ICBVI and the Idaho State School for the Deaf and Blind and consumer organizations.

Staff Responsible: Administrator

To conduct meetings between the Administrator and individual legislators statewide throughout the year.

Staff Responsible: Administrator

To conduct an Open House in the Boise office annually.

Staff Responsible: Administrator and Boise office staff.

Objective #2: To establish departmental and regional methods of networking with other rehabilitation agencies and related organizations.

Strategies/Actions:

To develop Memorandums of Understanding between ICBVI and related agencies, including the Idaho Division of Vocational Rehabilitation, State Department of Special Education, Idaho State School for the Deaf and Blind, Native American Vocational Rehabilitation Programs under Section 121, institutions of higher education, and the State Division of Medicaid.

Staff Responsible: Rehabilitation Services Chief.

2. To combine training and in-services with other related agencies when possible.

Staff Responsible: Rehabilitation Services Chief.